



# **DISABILITY ACCESS AND INCLUSION PLAN (DAIP)**

## **2014-2018**

### **SHIRE OF NORTHAM**

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This document explains how Council will improve access to functions, facilities and services for people with disability provided by the Shire of Northam in accordance with outcomes areas and Standards as stated within the Western Australian Disability Services Act (1993)

If you have any questions or would like to provide feedback regarding barriers to access please address your letters to the Chief Executive Officer, Shire of Northam, PO Box 613, Northam WA 6401.

Should you require this document in an alternative format such as large print please telephone the Shire of Northam on (08) 9622 6100, or fax (08) 9622 1910 or alternatively email [records@northam.wa.gov.au](mailto:records@northam.wa.gov.au)

Please note that this plan can be made available in electronic format and is able to be downloaded from Councils website [www.northam.wa.gov.au](http://www.northam.wa.gov.au)

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## **1. Introduction**

The Shire of Northam is proud to present the 2014–2018 Disability Access and Inclusion Plan (DAIP).

The WA Disability Services Act (1993) require each Local Government to have a DAIP (formerly known as a Disability Services Plan).

If you would like to contribute to the continued development of the DAIP or have questions or comments regarding disability access, policy or programs please contact the Community Development Officer on 9622 6100 or email [cdo@northam.wa.gov.au](mailto:cdo@northam.wa.gov.au).

## **2. About the Plan**

Disability Access and Inclusion Plans provide a means of ensuring that people with disability have the same fundamental rights as all other residents to access services, community events, buildings and facilities, information, consultative and complaint resolution processes.

The Shire of Northam's initial Disability Access and Inclusion Plan was adopted at the Ordinary Council Meeting on 15 October 2008 and has since been reviewed. The DAIP 2009-2013 provides a planned approach to progressively address barriers to access and inclusion across all areas of Council responsibility.

The 2014-2018 DAIP builds upon the work already achieved in ensuring that both the physical infrastructure and the communities' perception and awareness of the needs of people with a disability is enhanced through education.

## **3. Background**

### **3.1 The Shire of Northam**

The Shire of Northam is an established regional centre situated approximately 96 kilometres east of Perth in the picturesque Avon Valley. The Shire of Northam has its office within the townsite of Northam which occupies approximately 24 square kilometres with surrounding farmland and small towns in the surrounding 1419 square kilometres in the Shire. The towns include Wundowie, Bakers Hill, Clackline, Spencers Brook and Grass Valley, with smaller localities of Seabrook, Southern Brook, Irishtown and El Caballo.

Northam is the centre of a large agricultural district within the Avon Valley and Central Wheatbelt. There are farming communities within the Shire of Northam who primarily produce crops such as oats, wheat, barley, canola and lupins as well as other avenues of income from livestock such as sheep (wool) and cattle. Northam is used for farmer's everyday banking, retail shopping, recreation, education and government needs.

The Shire is undergoing extensive residential growth and change, including several large areas of land being developed for new housing of suburban size and rural-residential size. Council is committed to developing the Shire and

encouraging growth through means of new investment and tourism, with an emphasis on maintaining the warm country feel and friendly community atmosphere.

### **3.2 Functions, Facilities and Services**

The Shire of Northam is responsible for a range of functions, facilities and services including:

#### **Services to Property:**

- Provision and maintenance of roads, footpaths and cycle ways;
- Construction and maintenance of community buildings and facilities;
- Land drainage and development;
- Waste management including collection, disposal and recycling;
- Street cleaning and litter control;
- Planting and caring for street trees;
- Numbering of buildings and lots
- Installation and maintenance of street signage;
- Street lighting;
- Bush fire control.

#### **Services to the Community:**

- Provision and maintenance of playing areas and playgrounds, parks, gardens, reserves sports grounds and facilities for sports groups;
- Provision and maintenance of facilities for community groups and public halls;
- Management of recreation centres and pools;
- Public libraries, information services and internet access via the libraries;
- Environmental health services; home support and respite services at the Killara Centre;
- Citizenship ceremonies and community events.
- Community Grants

#### **Regulatory Services:**

- Planning of road systems, subdivisions and town planning schemes;
- Building approvals for construction, additions or alterations;
- Environmental health services and ranger services including dog control; and the development, maintenance and control of parking;
- Compliance services.

#### **General Administration:**

- Public Information service;
- Lodging of complaints;
- Payment of fees including rates and dog licences.

#### **Processes of Government:**

- Ordinary and special Local Government and committee meetings;
- Elector's meetings and election of Council Members;
- Ward meetings and community consultations.

### **Economic & Tourism Development:**

- White Swans Management;
- Notices & Signage; Avon Descent and Avon River Festival;
- Special Events, Heritage and Cultural Promotion;
- Municipal Heritage Inventory;
- Parks and river walk-trails.

### **Human Resources Management:**

- Conferences (by Councillors and staff), Council vehicles, computers and other equipment, vehicles, training, telephones, workplace safety, staff recruitment, policies, procedures, and stock management.

## **3.3 People with Disability in the Shire of Northam**

According to the Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2012) 18.5% of the Australians identify themselves as having some form of disability. Based on the population estimate and these findings it is estimated that there are around 2066 people with disability living in the Shire of Northam. The seasonal influx of tourists, including tourists with a disability must also be considered.

## **3.4 Planning for Better Access**

It is a requirement of the Western Australian Disability Services Act (1993) that all Local Government authorities develop and implement a DAIP that outlines the ways in which the authority will ensure that people with disability have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the Western Australia Equal Opportunity Act (1984) and the Commonwealth Disability Discrimination Act 1992 (DDA), both of which make discrimination on the basis of a person's disability unlawful.

## **3.5 Progress in the Shire of Northam**

The Shire of Northam is committed to facilitating the inclusion of people with disability through the improvement of access to its information facilities and services. Towards this goal the Shire of Northam adopted its first Disability Service Plan (DSP) in 1995 to address the access barriers within the community.

The Shire of Northam has found that the planned approach to progressively addressing barriers to access and inclusion across all areas of Council responsibility has resulted in many initiatives and has assisted the Shire to make significant progress towards better access.

In 2006, 2007 and 2008 the Shire of Northam undertook a comprehensive review of its DSP and subsequently developed the 2009-2013 DAIP.

The 2014-2018 DAIP builds upon the work already achieved with the 2009-2013 DAIP in ensuring that both the physical infrastructure and the communities'

perception and awareness of the needs of people with a disability is enhanced through education.

The following is a sample of the Shire of Northam's progress and achievements in improving access for people with disability:

**Existing functions, facilities and services are adapted to meet the needs of people with disability.**

- When planning community events, the Shire of Northam consider elements of access in the planning stages of each event.
- The Shire of Northam conducted a comprehensive access audit of buildings, facilities and public spaces in 2015 through the Age Friendly Community program, to determine where improvements could be made.
- The Shire of Northam's website includes a wide range of documents available to the public and it has a functionality which allows the user to alter the text size.
- The Northam Public Library has disabled access to the second floor of the building.

**Access to buildings and facilities has been improved.**

- Wheelchair access points to get onto the footpath have been installed in the CBD.
- As the Shire of Northam undertakes maintenance and renewal of footpaths, the requirements of people with disability will be an important consideration, particularly with respect to level surfaces and access from road surfaces onto footpaths.
- Widened parking bays for people with disability where practicable.
- Developed a program for signage improvement throughout the town.
- Tactile pavers have been included in new footpaths.
- Undesirable growth in footpath crevices have been eradicated via a regular maintenance program.
- Public toilets have been upgraded to be accessible.
- Paths and ramps continue to be upgraded.
- The Shire of Northam administration office has been fitted with a purpose built lowered service counter to enable wheelchair bound people to adequately and comfortably be served.
- The Shire of Northam has improved line marking, signage and policing.
- Existing swimming facilities have a limited remaining useful life. A heated swimming facility will be part of Council's future considerations for aquatic facilities in Northam.
- Additional disabled parking bays have been positional in areas where there are higher volumes of parking.
- The Shire of Northam has identified the most appropriate locations for additional public seating through the Friendly Aged Community project and will install new seating.
- All new buildings in the Shire comply with AS1428.1 Disability Standard.

**Information about functions, facilities and services is provided in formats which met the communication needs of people with disability.**

- The Shire of Northam works in partnership with Home and Community Care (HACC) to provide an extensive range of HACC services to the Shire of Northam community.
- The Shire of Northam is investigating a function on the website that allows people listen to documents.

**Employee awareness of the needs of people with disability and skills in delivering services is improved**

- Selected staff have participated in comprehensive disability awareness training.
- The Human Resources team has committed to producing a policy to promote a more inclusive workplace.

**Opportunities are provided for people with disability to participate in public consultations, grievance mechanisms and decision-making processes.**

- The Shire of Northam promotes a number of ways for people to make complaints and comments including phone and online through the website.
- The Shire of Northam promotes consultation processes with the public through a number of different means to ensure that all people have adequate access.
- Where the Shire of Northam becomes aware of deficiencies in service or facilities provided by other organisations as a matter of policy, brought those deficiencies to the attention of the relevant organisation.

**Opportunities are provided for people with disability to access employment opportunities within the Shire of Northam.**

- Recruitment practices are reviewed regularly.
- The Human Resources team has committed to producing a policy to promote a more inclusive workplace.
- The Shire of Northam administration building has facilities to ensure that disabled employees are included.
- Advertisements for vacancies include the statement that the Shire of Northam is an Equal Opportunity Employer.
- Flexible employment options are available for employees with disability.
- Workplace is set-up and equipment is tailored to employee needs.

## **4. Access and Inclusion Statement**

The Shire of Northam is committed to ensuring that the community is accessible for and inclusive of people with disability, their families and carers.

The Shire of Northam interprets an accessible and inclusive community as one in which all Council functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disability, providing them with the same opportunities, rights and responsibilities as other people in the community.

### **The Shire of Northam**

- Recognises that people with disability are valued members of the community who make a variety of contributions to local social, economic and cultural life;
  - Believes that a community that recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community life;
  - Believes that people with disability, their families and carers should be supported to remain in the community;
  - Is committed to consulting with people with disability, their families and carers and disability organisations in addressing barriers to access and inclusion;
  - Will ensure its agents and contractors work towards the desired outcomes of the DAIP;
  - Is committed to supporting local community groups and businesses to provide access and inclusion of people with disability; and
  - Is committed to achieving initiatives within the following seven (7) Outcome areas and Standards as prescribed within the Disability Service Act (1993).
1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of Northam.
  2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Northam.
  3. People with disability receive information from the Shire of Northam in a format that will enable them to access the information as readily as other people are able to access it.
  4. People with disability receive the same level and quality of service from the staff of the Shire of Northam.
  5. People with disability have the same opportunities as other people to make complaints to the Shire of Northam.
  6. People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Northam.
  7. People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Northam.



**Standard:** A Disability Access and Inclusion Plan must provide a means of ensuring that people with disability have the same opportunities as other people to participate in any public consultation by the Shire of Northam.

## **5. Development of the Access and Inclusion Plan**

### **5.1 Responsibility for the Planning Process**

Responsibility for developing, monitoring, implementing, reviewing and amending the DAIP is a whole of organisation responsibility that is led by the Community Development Officer and this includes the responsibility of ensuring that the plan is rolled out throughout the organisation.

The Chief Executive Officer has the responsibility to oversee the development, implementation, review and evaluation of the plan. The final plan is endorsed by Council and it is the responsibility of all officers to implement the relevant actions.

Agents and contractors are informed of the DAIP when it is advertised for public comment prior to the Plan being endorsed. This provides the agents and contractors with the opportunity to value add to the Plan.

### **5.2 Community Consultation Process**

In March 2015, the Shire of Northam conducted a Community Perception Survey with the purposes of gauging the opinions of the community about the services and facilities provided by the Shire of Northam. This was a wide consultation process and was used to identify potential strategies to be incorporated into the new plan. The Shire of Northam received 631 valid responses, including 550 by mail and 81 online.

The Community Perception Survey was completed by community members including people with disability, their families and carers, service providers, Shire of Northam staff and elected members.

The Shire of Northam mailed the survey to all residential properties in the Shire of Northam and promoted the survey online and in the Shire's regular community publication.

In March 2015, the Shire of Northam conducted an Age Friendly Community audit on all Shire owned buildings, public spaces and other important services. This involved one-on-one consultations with members of the public, shop owners and service providers and inspections of Shire owned buildings, footpaths and public spaces.

In February 2015, 12 people who were identified as having a disability were supported to complete the 'Disability Access and Inclusion' survey to ascertain whether they are happy with the current access and inclusion within the Shire of Northam, and to give them an opportunity to provide comment on areas where they feel access and inclusion could be improved.

In September 2015 an advertisement was placed in the local newspaper and on the Shire of Northam's website calling for comments from the community.

### **5.3 Findings of the Consultation**

The Community Perception Survey showed that the communities perception is that the community is reasonably happy, with 52% of respondents indicating that they are satisfied that the Shire of Northam provides adequate access to public facilities, events and services for people with disability.

Following the Age Friendly Community audit, the Shire of Northam has successfully secured some funding to improve some of the accessibility barriers that were identified as needing improvement. This included appropriate locations for additional public seating, new footpaths that allow dual mobility devices linking the public transport and the recreation services.

Other projects were identified as being barriers to access and inclusion and these will be addresses in the DAIP Action Plan.

### **5.4 Access Barriers**

The access barriers identified in the consultation process were:

- Council policy to guide and inform access and inclusion activities may not reflect contemporary values and practice;
- Processes of the Council may not be as accessible as possible;
- Events may not always be held in a manner and location that best facilitates the participation of people with disability;
- Suitable parking for people with disability may not be meeting the needs of this growing demographic;
- Elements of the Council's website require improvement to best meet the needs of people with disability;
- Staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disability;
- People with disability may not be aware of consultation opportunities with the Council.

These barriers raised the need to develop strategies in the DAIP. The barriers have been prioritised in order of importance, which assists in setting timeframes for the completion of strategies to overcome those access barriers.

### **5.5 Responsibility for Implementing the DAIP**

Implementation of the DAIP is the responsibility of all areas of the Shire. The Disability Services Act (1993) requires all public authorities to take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

## **5.6 Communicating the Plan to Staff and People with Disability**

- Once adopted by Council, the DAIP will be promoted within the community.
- Copies of the plan will be available upon request and in alternative formats if required, including hard copy in standard print, electronic format (CD), via email and on Council's website.
- As plans are amended Council staff and the community will be advised of the availability of updated plans, using the above methods.
- Following consultation, the DAIP was finalised and submitted to the Disability Services Commission. The Community was informed of the final DAIP through an advertisement in the local newspaper and a copy was placed on the Shire of Northam website.

## **5.7 Review and Evaluation Mechanisms**

The Disability Services Act requires that DAIPs be reviewed at least every five years. Whenever the DAIP is amended, a copy of the amended plan must be lodged with the Disability Services Commission. The Implementation Plan and Action Plan can be updated more frequently if desired.

## **5.8 Monitoring and Reviewing**

The employee with the responsibility for the DAIP will analyse progress in implementing the DAIP and provide a report to management and Council on progress and recommended changes to the implementation plan annually.

The Council's DAIP will be reviewed and submitted to the Disability Services Commission in 2018. The report will outline what has been achieved under the Council's DAIP 2014-2018.

## **5.9 Evaluation**

- An evaluation will occur as part of the four-yearly review of the DAIP.
- The community, staff and Elected Members will be consulted as per the endorsed consultation strategies, as part of any evaluation.

## **5.10 Reporting on the DAIP**

The Disability Services Act requires the Council to report on the implementation of its DAIP in its annual report outlining:

- Progress towards the desired outcomes of its DAIP;
- Progress of its agents and contractors towards meeting the seven desired outcomes; and

- The strategies used to inform agents and contractors of its DAIP.

The Council is also required to report on progress in the prescribed format to the Disability Services Commission by 31 July each year.

## 6. Strategies to Improve Access and Inclusion

The following overarching strategies have been developed to address each of the six desired outcome areas of the Disability Services Act from feedback gained in the consultation process. These will form the basis of the Implementation Plan.

### Outcome 1:

People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of Northam.

Strategy	Timeline
Ensure that people with disability are consulted on their needs for services and the accessibility of current services	Ongoing
Monitor Shire services to ensure equitable access and inclusion	Ongoing
Ensure that all Shire of Northam policies and frameworks are consistent with the DAIP and support equitable access to services	Ongoing
Internal planning and evaluation of Shire of Northam events including festivals, meetings and consultations to incorporate access and inclusion	Ongoing
External agencies to consider access and inclusion in the planning of events and services in the Shire of Northam.	Ongoing

### Outcome 2:

People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Northam.

Strategy	Timeline
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need	Ongoing
Ensure that all new or redevelopment works provide access to people with disability, where practicable	Ongoing
Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location	Ongoing
Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues	Ongoing

Ensure that all recreational areas are accessible	Ongoing
Address specific building and facility issues raised during public consultation process	Ongoing

**Outcome 3:**

People with disability receive information from the Shire of Northam in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Timeline
Ensure that the community is aware that Council information is available in alternative formats upon request	Ongoing
Improve employee awareness of accessible information needs and how to provide information in other formats	Ongoing
Ensure that the Council's website meets good practice	Ongoing
Marketing is consistent to the accessibility standards for information	Ongoing

**Outcome 4:**

People with disability receive the same level and quality of service from the staff of the Shire of Northam.

Strategy	Timeline
Ensure that all elected members and employees are aware of access needs and can provide appropriate services	Ongoing
Improve community awareness about disability and access issues	Ongoing

**Outcome 5:**

People with disability have the same opportunities as other people to make complaints to the Shire of Northam.

Strategy	Timeline
Ensure that grievance mechanisms are accessible for people with disability and are acted upon	Ongoing

**Outcome 6:**

People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Northam.

Strategy	Timeline
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Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes	Ongoing
Ensure that people with disability are aware of and can access other established consultative processes	Ongoing

**Outcome 7:**

People with disability have the same opportunities as other people to obtain and maintain employment within the Shire of Northam.

Strategy	Timeline
Recruitment practices ensure equal opportunity of employment	Ongoing
Ensure equal employment principles are upheld and reflected in all workforce development activities.	Ongoing
Encourage employees to improve positive mental health and wellbeing	Ongoing

**7. Implementation Plan 2014-2018**

The Implementation Plan details the task, timelines and responsibilities for each broad strategy to be implemented in 2014-2018 to progress the strategies of the DAIP.

It is intended that the Implementation Plan will be updated annually to progress the achievement of all the strategies over the duration of the four year plan.

**Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised, by the Shire of Northam.**

<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that people with disability are consulted on their need for services and the accessibility of current services.	Obtain feedback from community members with disability on a regular basis.	Ongoing	Executive Manager Community Services
	Identify and catalogue a comprehensive list of special needs groups within the community and create an Access and Inclusion Directory.	December 2015	Community Development Officer
Monitor Shire services to ensure equitable access and inclusion.	Conduct systematic reviews of the accessibility of services.	Ongoing	Executive Manager Community Services
	Rectify identified barriers and provide feedback to consumers.	Ongoing	Executive Manager Community Services
Ensure that all of the Shire of Northam policies and frameworks are consistent with the DAIP and support equitable access to services.	Incorporate the objectives and strategies of the DAIP into the Shire's existing planning processes, particularly the Strategic Plan.	Ongoing	All Managers
Internal planning and evaluation of Shire of Northam events including festivals, meetings and	Review the Accessible Events checklist.	October 2015	Events Coordinator
	Ensure all events are planned using the Accessible Events checklist.	Ongoing	Events Coordinator

consultations to incorporate access and inclusion.	Audit current regular events to check the adequacy of access and inclusion to build improvement measures.	October 2015	Events Coordinator
	Debriefing and evaluation of the City's events and services to include access and inclusion.	Ongoing	Events Coordinator
	Promote each event as accessible.	Ongoing	All Staff Communication Officer
	Promotional material for events where applicable to include 'Please advise of any access/dietary requirements or communication support you may need to participate'.	Ongoing	All Staff Communication Officer
External agencies to consider access and inclusion in the planning of events and services in the Shire of Northam.	Include Accessible Events Checklist as a requirement in the events package.	August 2015	Events Coordinator
	Provide Access and Inclusion Directory to external agencies on request and include it on the website.	Ongoing	Community Development Officer

**Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Northam.**

<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.	Continue to identify access barriers to buildings and facilities and make a submission to Council to commence work on rectifying identified barriers.	Ongoing	Senior Building Officer



	Ensure that all emergency evacuation plans safeguard people with disability.	September 2015	Senior Building Officer
Ensure that all new or redevelopment works provide access to people with disability, where practicable.	Ensure that the legal requirements for access are met in all plans for new or redeveloped buildings and facilities.	Ongoing	Senior Building Officer
	Ensure that no development application is signed off without a declaration that it meets the legal requirements.	Ongoing	Senior Building Officer
	Ensure that key staff are trained and kept up to date with the legal requirements.	Ongoing	Senior Building Officer
	Engage with members of the community regarding access when undergoing building refurbishment.	Ongoing	Senior Building Officer
Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.	Undertake an audit of ACROD bays and implement a program to rectify any noncompliance. Enforce parking in ACROD bays require an ACROD sticker.	December 2015	Executive Manager Development Services / Executive Manager Engineering Services
	Enforce 'no parking on footpaths'.	Ongoing	Executive Manager Development Services
	Consider the need for additional ACROD bays at some locations.	Ongoing	Executive Manager Development Services/ Executive

			Manager Engineering Services
	Continue to upgrade public toilets and public spaces in accordance with priority areas that were identified in the Age Friendly Community audit.	Ongoing	Executive Manager Development Services
Advocate to local businesses and tourist venues the requirements for, and benefits flowing from, the provision of accessible venues.	As requested, provide information (available on the DSC website), on the needs of people with disability and of legal requirements and best practice.	Ongoing	Community Development Officer
	Follow up with local businesses concerns about their premises raised by community members.	Ongoing	Senior Building Officer
	Make access information available on the Shire's website.	Ongoing	Senior Building Officer
	Promote Access and Inclusion through the Northam Chamber of Commerce.	Ongoing	Community Development Officer
Ensure that all recreational areas are accessible.	Continue to upgrade recreational areas in accordance with priority areas that were identified in the Age Friendly Community audit.	Ongoing	Executive Manager Engineering Services
	Where possible provide programs, activities and equipment that is accessible and inclusive.	Ongoing	Recreation Centre Manager
Address specific building and facility issues raised during public consultation process	Provide more seating in public places.	Ongoing	All Managers
	Increase number of footpaths in town or improvement to verge walkways, incorporating kerb ramps for disabled access.	Ongoing	Executive Manager Engineering Services

	Regular clearing of footpaths to ensure they are free of loose stones on the concrete, as per maintenance schedule.	Ongoing	Executive Manager Engineering Services
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**Outcome 3: People with disability receive information from the Shire of Northam in a format that will enable them to access the information as readily as other people are able to access it.**

Strategy	Task	Task Timeline	Responsibility
Ensure that the community is aware that Shire information is available in alternative formats upon request.	Ensure that documents carry a notation that it is available in alternative formats.	Ongoing	All Managers / Communications Officer
Improve employee awareness of accessible information needs and how to provide information in other formats.	Make front counter staff aware that State Government Access Guidelines for Information, Services and Facilities are available on the internet.	Ongoing	Executive Manager Community Services
	Train employees in providing accessible information.	Ongoing	All Managers / Human Resources
Ensure that the Shire's website meets contemporary good practice.	Review website to ensure it complies with the W3C web content guidelines.	Ongoing	Communications Officer
	Investigate ways to improve the website through alternative functions that support disability access.	Ongoing	Communications Officer
Marketing is consistent to the accessibility standards for information.	The Shire of Northam Style Guide is to be consistent with best practice in accessible information.	Ongoing	Communications Officer

**Outcome 4: People with disability receive the same level and quality of service from the employees of the Shire of Northam as other people receive.**

<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that Elected Members and employees are aware of access needs and can provide appropriate services.	Determine training needs of employees and conduct training as required. Include training requirements in a future Corporate Induction Manual.	Ongoing	Chief Executive Officer / Human Resources
	Ensure that information and resources are readily available to staff on Access and Inclusion.	Ongoing	Community Development Officer
	Staff induction includes Access and Inclusion.	Ongoing	Human Resources
Improve community awareness of disability and access issues.	Develop strategies for increasing awareness, including the use of the Shire newsletter and website.	Ongoing	Executive Manager Community Services
	Provide Access and Inclusion Directory to the community on request and include it on the website.	Ongoing	Community Development Officer/Communications Officer

<b>Outcome 5: People with disability have the same opportunities as other people to make complaints to the Shire of Northam.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that complaint procedures are accessible for people with disability and are acted upon.	Review current complaint procedures and implement any recommendations.	September 2015	Community Development Officer
	Develop other methods of making complaints, such as web-based forms.	September 2015	Community Development Officer
	Promote accessible complaints mechanisms to the community.	Ongoing	Community Development Officer

<b>Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Northam.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.	Consult people with disability and use a range of consultation techniques where appropriate.	Ongoing	Executive Manager Development Services
	Create the register of people with disability and use to provide comment on access and inclusion issues.	Ongoing	Community Development Officer
Ensure that people with disability are aware of and can	Consultations are widely advertised.	Ongoing	Community Development Officer

access other established consultative processes.			
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<b>Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment in the Shire of Northam.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Recruitment practices ensure equal opportunity of employment.	Create an Equal Opportunity Employment Plan to ensure recruitment processes meet the requirements for people with disability.	September 2015	Human Resources
	Review the Equal Opportunity Plan annually.	Ongoing	Human Resources
	Staff induction includes Access and Inclusion.	September 2015	Human Resources
Ensure equal employment principles are upheld and reflected in all workforce development activities.	Ensure all workforce development activities include access and inclusion principals.	Ongoing	Human Resources
Encourage employees to improve positive mental health and wellbeing.	Provide information to employees as it becomes available to encourage them to take an interest in their health and wellbeing.	Ongoing	Human Resources